

E-01345A-16-0036

E-01345A-16-0123



0000178876

ORIGINAL

Arizona Corporation Commis
Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 3/30/2017
Opinion Number: 2017 - 139891 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 3/30/2017 1:20 PM

First Name: Kathleen Last Name: Battali Account Name: Kathleen Battali
Address: <<< REDACTED >>>
City: Flagstaff State: AZ Zip Code: 86003
Cell: <<< REDACTED >>> Email: <<< REDACTED >>> Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

I opened my APS bill and found out that my electricity used was \$110.00 and the fees, taxes, service charges, meter charges, meter, and meter reading (even though its digital) added up to a total of \$170.00. This is inexcusable. There is no company out there that charges more for its service than for its product. The State of Arizona has allowed APS to grow into a monopoly in this state and it is a wonder that anyone can afford to have power in their house. Now, they are considering cutting benefits to those that are seeking alternative power sources. How are we, as middle class, hard working, taxpayers expected to be able to pay our bills? At this rate, we will be living with kerosene lamps and wood stoves for heat. (We've done it every time our power goes out up here). I have attached my most recent bill for your review and have also contact APS for an explanation. BUT I would like everyone who approves rate and fee hikes for this company to actually open your electric bill and read it. Maybe you guys would get mad too.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/30/2017	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			
Date:	Analyst:	Submitted By:	Type:
4/5/2017	Jenny Gomez	Telephone	Investigation
Customer would like this filed as an Opinion. Jeg			

Arizona Corporation Commission

DOCKETED

APR 11 2017

DOCKETED BY

GIB

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 APR 11 A 10:12